

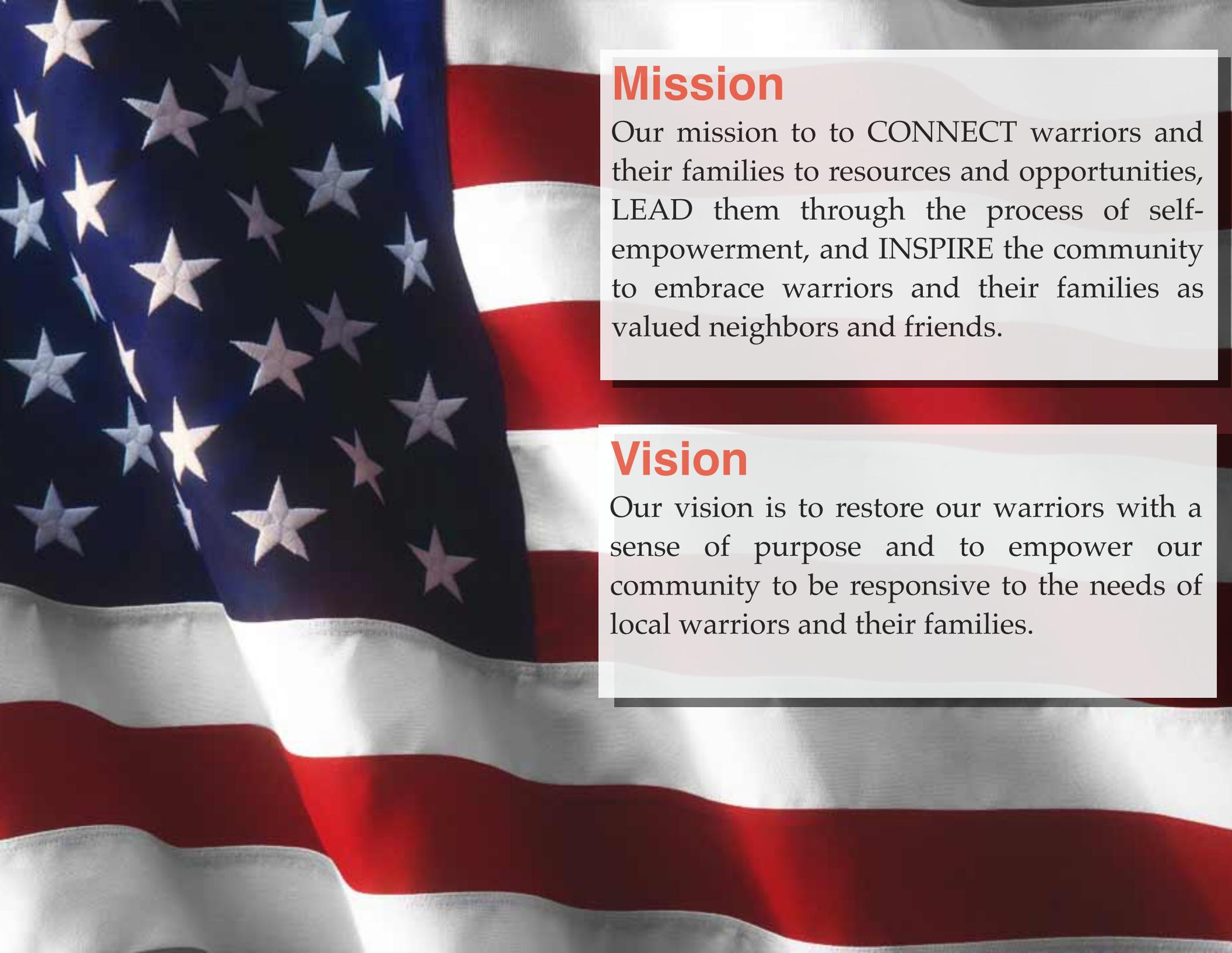


Upstate Warrior Solution



Connect. Lead. Inspire.

2016 Strategic Plan

The background of the entire image is a close-up, slightly blurred view of the American flag, showing the stars and stripes in detail. The flag is waving, creating a sense of movement and patriotism.

Mission

Our mission is to CONNECT warriors and their families to resources and opportunities, LEAD them through the process of self-empowerment, and INSPIRE the community to embrace warriors and their families as valued neighbors and friends.

Vision

Our vision is to restore our warriors with a sense of purpose and to empower our community to be responsive to the needs of local warriors and their families.



Values

Selfless Service

We serve our community because it is the right thing to do. We expect nothing in return.

Loyalty

We share a common bond with the warrior community and we will remain faithful and true to our team, our organization, and the community of Upstate veterans.

Integrity

We hold our organization to very high standards of accountability. Our team members pledge to keep themselves morally, physically, and mentally fit at all times and do what is right, even when no one is watching.



Warrior Defined

We define a warrior as any person who is currently serving or has served in the United States Armed Forces, regardless of military branch, nature of discharge, or current life situation.

Upstate Warrior Solution came about in 2013 through the generosity of upstate South Carolina patriots and the hard work and persistence of an all-volunteer outreach force. We initially began with one main office headquartered in Greenville, SC. However, the needs of our clients soon necessitated the opening of two field offices in Clemson and Spartanburg, and as the Executive Director, I'm very proud of what we've been able to accomplish - guided by our values of selfless service, loyalty, and integrity - with the help of the communities that we serve.

We've been actively working with federal, state, and local organizations to reach out to warriors across five counties of the upstate: Greenville, Anderson, Pickens, Oconee, and Spartanburg. Our intent has been and will always be to walk alongside them and their families to connect them to resources and empower them to help others do the same. Our vision is to restore our warriors with a sense of purpose and to empower the community to be responsive to local warriors and their families. In the last year, we've had the privilege of serving more than 1,400 individual warriors and 1,500 family members. For example, we've helped 486 warriors enter into education and training programs, 221 warriors transition into the civilian workforce, and 68 homeless/at-risk warriors find stable housing. Further, we've dispersed more than \$100,000 in sub-grant awards to several partner organizations in to provide the incentive for the community to begin taking ownership of our shared mission of well-being for local warriors and to remove barriers to successful integration.

Despite this progress and these great successes in the community, there is still a considerable population of veterans we have yet to identify in the upstate, but we firmly believe that no warrior should ever be left behind. There are over 100,000 veterans in our service area with more coming to the region every year, and we need the support of our local communities to bring every warrior into the fold. Our strategic plan - developed by our staff, volunteers, and our esteemed Board of Directors - addresses the challenges of outreach and sustainable support for our warriors.

As a 501(c)3 nonprofit organization, our mission to to connect warriors and their families to resources and opportunities, lead them through the process of self-empowerment, and inspire the community to embrace local warriors as valued neighbors and friends. We're able to accomplish this because the upstate SC community believes in that mission and supports us with their time, talent, and treasure. We strongly believe that our country's warriors constitute a large portion of our greatest national treasure, and we invite our upstate SC community to join us in celebrating and investing in them.

All the best,

Charlie Hall

Charlie Hall
Executive Director





**Serving the
Upstate
Since 2013**



Our Model

The challenges of veteran readjustment and reintegration are multifarious and require us to use several distinct strategies to: (1) **connect** with the warriors we intend to serve; (2) **educate** the community and our partner agencies on warrior-specific needs, and warriors on the resources that are available to them; (3) **advocate** for warrior care through careful case-coordination, providing thought leadership in the development of the local service infrastructure, and letting private and public leaders know about what they can do to help; and (4) **collaborate** with every stakeholder in our service area. Our program concentrates on five pillars of support: Healthcare & Benefits Coordination; Education Support, Employment Support; Housing Support; and Quality of Life & Family Support.



Strategic Objective 1

Build Organizational Capacity

Initiatives

- Develop UWS leadership capabilities to train and mentor staff for growth and promotion in key areas
- Build long-term financial stability through:
 - Reenforcing grant-seeking systems
 - Building innovative fundraising and community investment strategies
 - Shifting fundraising focus to local and flexible funding sources
- Create an innovative UWS branding strategy for fundraising, marketing, and general outreach
- Build a world-class internal and external communications system to tell our warriors' stories
- Continue advocacy for the UWS' approach to be replicated within the veteran human services community

Strategic Objective 2

Further Strengthen Programs

Initiatives

- Research and incorporate community development best practices into all aspects of our work
- Continue to build and improve the UWS Peer Mentor, Career Mentor, and Volunteer programs
- Improve case coordination and partner communication strategies
- Refine internal evaluation practices to ensure that we are measuring the right things, continue to improve, and are guided by our mission and values rather than driven by external funding pressures





Strategic Objective 3

Expand the Local Community's Capacity to Respond to the Needs of Local Warriors

Initiatives

- Develop and maintain strategic partnerships with leading research and evaluation organizations
- Conduct specialized evaluations to establish evidence bases in a wide range of impact areas
- Strengthen existing partnerships and identify ways in which we, the community, can mitigate community development barriers such as traditional mindsets, high stakes, communication challenges, and lack of shared leadership
- Create new partnerships with nonprofit, private, and public sector partners that specialize in areas of service that may benefit local warriors and their families
- Expand our technical assistance and partner training programs

It takes a community...



CONNECT

ADVOCATE

EDUCATE

COLLABORATE



GREENVILLE HEALTH SYSTEM





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